

Effective date May 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	182	6	43	119	14
Amerigroup Louisiana, Inc.	26	0	7	17	2
Community Health Solutions	31	0	6	22	3
LaCare	35	0	7	27	1
Louisiana Healthcare Connections	22	0	6	15	1
UnitedHealthcare Community Plan	68	6	17	38	7

Effective date June 01, 2012

	Total	Mail/Fax	IVR	Phone	Web
Total	631	1	128	370	132
Amerigroup Louisiana, Inc.	83	0	7	71	5
Community Health Solutions	143	1	49	81	12
Fee For Service	10	0	0	10	0
LaCare	64	0	22	38	4
Louisiana Healthcare Connections	167	0	25	58	84
UnitedHealthcare Community Plan	164	0	25	112	27